IN THE CLAIMS

Claims 1 -19 (cancelled)

20. (new) A method on a first database server networked to at least one other database server containing collaborative database information records, the method on the first database server comprising:

selecting at least one remote database server;

accessing locally on a first database server, at least one database record, wherein the database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

searching for at least one database record with a predetermined value in the work history field;

using a sequence value within the sequence number field in the at least one database record with the predetermined value as a starting point for synchronization with the remote database server

sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value;

appending at least one new record in the first database with the predetermined identifier in the work history field; and

storing a new sequence number in the at least one new record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

21. (new) The method of claim 20, wherein the searching for at least one database record with a predetermined value in the work history field includes searching for a predetermined entry which does not include a time entry.

22. (new) The method of claim 20, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database

record for customer service information.

23. (new) The method of claim 20, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database record for a help desk application.

24. (new) The method according to claim 20, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

25. (new) The method according to claim 24, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server at least one database record from the first database server with the first database schema that has been previously designated as non-confidential.

26. (new) A computer readable medium containing programming instructions for execution with a first database server networked to at least one other database server containing collaborative database information records, the programming instructions comprising:

selecting at least one remote database server;

accessing locally on a first database server, at least one database record, wherein the database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field;

searching for at least one database record with a predetermined value in the work history field;

using a sequence value within the sequence number field in the at least one database record with the predetermined value as a starting point for

synchronization with the remote database server

sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value;

appending at least one new record in the first database with the predetermined identifier in the work history field; and

storing a new sequence number in the at least one new record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

27. (new) The computer readable medium of claim 26, wherein the programming instruction for searching for at least one database record with a predetermined value in the work history field includes searching for a predetermined entry which does not include a time entry.

28. (new) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database record for customer service information.

29. (new) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database record for a help desk application.

30. (new) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

31. (new) The computer readable medium of claim 26, wherein the programming instruction for sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server at least one database record from the first database server with the first database schema that has been previously designated as non-confidential.

32. A data processing enterprise having at least two processing elements networked together, comprising:

at least a first database server having at least one database record, wherein each database record includes at least one field for each of a sequence number field, a problem identifier field, and a work history field

a bridge program for communicating with the first database server including a means for performing:

selecting at least one remote database server;

searching for at least one database record with a predetermined value in the work history field;

using a sequence value within the sequence number field in the at least one database record with the predetermined value as a starting point for synchronization with the remote database server

sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value;

appending at least one new record in the first database with the predetermined identifier in the work history field; and

storing a new sequence number in the at least one new record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.

33. (new) The data processing enterprise of claim 32, wherein the searching for at least one database record with a predetermined value in the work history field includes searching for a predetermined entry which does not include a time entry.

34. (new) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database record for customer service information.

35. (new) The data processing enterprise of claim 32, ,wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending each database record for a help desk application.

36. (new) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server with a second database schema that is different than a first database schema for the first database server.

37. (new) The data processing enterprise of claim 32, wherein the sending to the remote database server each database record in the first database whose associated sequence number is greater than the sequence value includes sending to the remote data base server at least one database record from the first database server with the first database schema that has been previously designated as non-confidential.